

Notice of References Cited				Application No. 08/934,457		Applicant(s) Abelow	
				Examiner Ethan Civan		Group Art Unit 2761	

U.S. PATENT DOCUMENTS						
	DOCUMENT NO.	DATE	NAME		CLASS	SUBCLASS
A	5,442,759	08/15/95	Chiang et al		705	1
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U	AT&T, MCI to Release New Management Tools ("New Management Tools") Network World, January 17, 1994 p.19.	1/17/94
V	Dialog database IAC PROMT: Direct Dispatch Gives Businesses Software-Based Trouble Management System...("Trouble Management System") PR Newswire January 24, 1994	1/24/94
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